



Missouri Division of Vocational Rehabilitation

Community Rehabilitation Program Agreement

January 1, 2006 to December 31, 2006

A Community Rehabilitation Program under agreement with the Missouri Division of Vocational Rehabilitation (MDVR) to provide services on a fee for service basis is defined as a privately or publicly owned not for profit corporation which is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and provides comprehensive vocational evaluations, employee development, employment skills training, community employment services, and employment transition services for individuals with disabilities, hereinafter referred to in this document as "Community Rehabilitation Program" (CRP).

The Missouri Department of Elementary and Secondary Education, hereinafter called "DESE," has the authority to receive and expend vocational rehabilitation funds under the Rehabilitation Act of 1973, as amended, 34 CFR 361.21 and 22, and to approve CRPs for receipt of vocational rehabilitation funds, acting as agent for the State Board of Education under Rule Number 5 CSR 60-900.050, filed with the Missouri Secretary of State.

Vocational Rehabilitation (VR) and the term "agency," hereinafter, are used synonymously.

The CRP agrees to provide services to eligible VR individuals in compliance with the Facility Fee Schedule and/or 5 CSR 60-900.050. By accepting funds, the CRP agrees to the following conditions:

1. Duration of Agreement

This agreement shall remain in effect until December 31, 2006, unless terminated in accordance with paragraph two (2) of this agreement.

2. Termination of Agreement

This agreement can be terminated by either party with thirty (30) days written notice. VR may initiate such action if services have not been utilized within the last year, or if a vendor loses accreditation.

3. Standards

The CRP assures that it meets or exceeds minimum standards for approval by DESE, as established by 5 CSR 60-900.050 and as specified by CARF.

All CRPs are required to participate in scheduled partnering reviews and comply with the agreed upon recommendations and action plans. You will be advised of the review date by the regional director.

4. Reimbursement for CARF Accreditation

The CRP assures that it meets or exceeds minimum standards for approval by DESE, as established by 5 CSR 60-900.050 and as specified by CARF.

Within 30 days of receipt, all CRPs must provide the VR Central Office with a copy of their accreditation survey (not just award certificate), regardless of whether reimbursement is allowed.

For stand-alone organizations that are not affiliated with a larger parent organization, MDVR will reimburse CARF accreditation fees per the following:

1. MDVR will initiate the reimbursement process once accreditation verification has been received from CARF.
2. For organizations that have earned **\$40,000 or less** from MDVR during the last 12-month period, the maximum amount reimbursed by MDVR will be for ¹the initial application fee (\$850) and ² up to two surveyors for two days (\$1,200/day); i.e. \$5,650 . . . as shown in Example 1.

Example 1:

ABC Corporation earned \$20,000 from MDVR during the last 12-months. The maximum amount reimbursed by MDVR would be \$5,650.

3. MDVR will not reimburse an amount that exceeds what an organization has earned from MDVR during the last 12-month period . . . as shown in Example 2.

Example 2:

LMN Corporation earned \$500 from MDVR during the last 12-months. The maximum amount reimbursed by MDVR would be \$500.

4. For organizations that have earned **\$40,001 - \$80,000** from MDVR during the last 12-month period, MDVR will pay as shown in Example 3:

Example 3:

XYZ Corporation earned \$62,000 from MDVR during the last 12-months.

$2.5\% \times \text{number of } \$1,000 \text{ over } \$40,000 = \underline{A}$	$2.5\% \times 22 = 55\%$
$\underline{A} \times \text{MDVR maximum} = \underline{B}$	$.55 \times \$5,650 = \$3,107.50$
$\text{MDVR maximum} - \underline{B} = \text{Amount reimbursable}$	$\$5,650 - \$3,107.50 = \$2,542.50$

5. For organizations that have earned more than \$80,000 from MDVR during the last 12-month period, MDVR will not offer reimbursement.

5. Order of Selection

MDVR is unable to provide services to all eligible individuals with a disability. A statewide order of selection has been implemented, and clients will be served based on the severity of their disability. In accordance to the following priority categories, individuals with the most significant disabilities will be selected first for the provision of vocational rehabilitation services.

Priority Category I: An individual with the most significant disability as defined.

Priority Category II: An individual with a significant disability as defined.

Priority Category III: An individual with a disability as defined.

Individual With The Most Significant Disability . . An individual with a significant disability who is seriously limited in three or more of the following functional areas:

- | | |
|-------------------|-------------------------|
| A. Self-care | E. Work tolerance |
| B. Communication | F. Work skills; and/or |
| C. Mobility | G. Interpersonal skills |
| D. Self-direction | |

Individual With A Significant Disability . . An individual with a disability who has:

1. A severe physical or mental impairment that seriously limits one or more functional capacities (such as mobility; communication; self-care; self-direction; interpersonal skills; work tolerance; and/or work skills) in terms of an employment outcome;

2. Whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time; and
3. Who has one or more physical or mental disabilities resulting from amputation; arthritis; autism; blindness; burn injury; cancer; cerebral palsy; cystic fibrosis; deafness; head injury; heart disease; hemiplegia; hemophilia; respiratory or pulmonary dysfunction; mental retardation; mental illness; multiple sclerosis; muscular dystrophy; musculo-skeletal disorders; neurological disorders (including stroke or epilepsy); spinal cord conditions (including paraplegia or quadriplegia); sickle cell anemia; specific learning disability; end-stage renal disease; or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation; or

NOTE: An applicant who is determined eligible for Social Security Benefits Title II (SSDI) or Title XVI (SSI-D) of the Social Security Act is considered eligible and, at a minimum, a person with a significant disability.

Individual With A Disability . . Any individual:

1. Who has a physical or mental impairment;
2. Whose impairment constitutes or results in a substantial impediment to employment; and
3. Who can benefit in terms of an employment outcome from the provision of vocational rehabilitation service.

6. Civil Rights Compliance

The CRP must be in compliance with Title VI of the Civil Rights Act of 1964 and the Rehabilitation Act of 1973 as amended.

7. Affirmative Action

The CRP shall take affirmative action to employ and advance in employment qualified individuals with disabilities covered under, and on the same terms and conditions as set forth in, Section 503 of the Rehabilitation Act.

8. Accessibility

The CRP assures compliance with the Architectural Barriers Act of 1968, with Section 504 of the Rehabilitation Act, as amended, and with the Americans with Disabilities Act.

9. Definitions

Vocational Evaluation

Vocational Evaluation is the process of assessing a client's capacity to perform or develop the skills necessary to adapt or succeed in a given occupation or occupational class through objective observation of his/her activity in a structured situation.

The process systemically utilizes work, either real or simulated, as a focal point for assessment and/or vocational exploration, the purpose of which is to assist individuals in vocational development. Vocational evaluation incorporates medical, psychological, social, vocational, educational, cultural and economic data into the process to attain the goals of the evaluation. Four techniques are usually associated with vocational evaluation:

1. **Standardized Vocational Testing** may include aptitude, achievement, psychological, intelligence and interests.
WAIS testing will be authorized separately and not included in the cost of the evaluation program.
2. **Situational Assessment** can include training sites, simulated or actual work stations in house.
3. **Community Based Assessment** can include training sites, simulated or actual work stations in the community.
4. **Vocational Exploration** can include informational interviews and job shadowing.

Most CRPs use two or more of these techniques in their program. The validity of the evaluation is generally strengthened by the use of more than one method.

Three levels of vocational evaluation are available and described as follows:

- Specific Job Objective Evaluation
- Exploratory Job Objective Evaluation
- Comprehensive Vocational Evaluation

If one vocational evaluation is authorized and another is determined to be more appropriate for the best interest of the client, the initial authorization may be cancelled and a new authorization issued.

The three levels of vocational evaluation contain guidelines to use when determining appropriate evaluation services at a CRP. Counselors should take into consideration both client characteristics and the purpose of the evaluation. Based on these criteria, the client and counselor should determine which program is appropriate for the client's individual needs. **Counselors should inform each client of what to expect and the evaluation's purpose prior to entry.**

Specific Job Objective Evaluation

The Specific Job Objective Evaluation is designed for clients who most closely fit the following characteristics:

Appropriate client characteristics to consider. Does the client:

- Have 1-3 specific and realistic vocational objectives which need confirmation?
- Appear motivated?
- Have some stable work or educational background?
- Show indication of vocational aptitude or transferable job skills?

Evaluation Objective:

Used to DETERMINE and JUSTIFY the most appropriate of 1-3 vocational objectives which may include any or all of the following services:

- Aptitude Testing
- Intelligence Testing
- Achievement Testing
- Interest Inventories
- Vocational Counseling
- Vocational Exploration

With full written report.

Not Intended When:

- Vocational objective/goal is vague
- Unstable work/education background
- Appears unmotivated
- Social, emotional, drug or alcohol problems exist
- Physical or intellectual work tolerance is questioned
- Extended vocational exploration is necessary

Exploratory Job Objective Evaluation

The Exploratory Job Objective Evaluation is designed for clients who most closely fit the following characteristics:

Appropriate client characteristics to consider. Does the client:

- Have more than three goals and/or vocational goals are vague?
- Appear motivated?
- Have some stable work or educational background?
- Show indication of vocational aptitude or transferable job skills?

Evaluation Objective:

Used to DETERMINE and JUSTIFY client's vocational objective/goal through any or all of the following services:

- Aptitude testing
- Intelligence Testing
- Achievement Testing
- Interest Inventories
- Limited Community Based and/or Situational Assessment
- Vocational Counseling
- Vocational Exploration

With full written report.

Not Intended When:

- Unstable work/education background
- Appears unmotivated
- Social, emotional, drug or alcohol problems exist
- Physical, intellectual or emotional work tolerance is questioned

Comprehensive Evaluation

The Comprehensive Evaluation is designed for clients who most closely resemble the following characteristics:

Appropriate client characteristics to consider. Does the client:

- Have unstable work or educational background?
- Have social, emotional, drug or alcohol problems?
- Appear unmotivated?
- Have physical, intellectual or emotional work tolerance questions?

Evaluation Objective:

Used to DETERMINE and JUSTIFY client's vocational goal or employability through:

- Aptitude testing
- Intelligence Testing
- Achievement Testing
- Interest Inventories
- Employee Development which may include community based and/or situational assessment - not intended as a stand-alone service but may be included as part of an overall service package as necessary
- Vocational Counseling
- Vocational Exploration

With full written report.

Not Intended When:

Client characteristics more closely fit those defined in a *Specific* or *Exploratory* Job Objective Evaluation.

If job placement occurs during evaluation the CRP, VR counselor and district supervisor will negotiate the remaining fees. If both parties cannot agree upon a negotiated fee, the regional manager will assist with the negotiations.

Employment Outcome Services

Employment Outcome Services (EOS) are designed for individuals who need services at a Community Rehabilitation Program that leads to job placement and successful rehabilitation closure. The program may or may not follow a vocational evaluation. EOS is designed to focus on person-centered planning and an individual's program is customized so that he or she may move into program areas as necessary to meet their needs.

The services may include any or all of the following services:

- Employee Development - not intended as a stand-alone service but may be included as part of an overall service package as necessary
- Community Employment Services that includes job readiness, job development and placement, and short-term job coaching, as necessary.
- Job Retention

Job placement may occur at any time during the program.

Community Employment Services

Job Readiness . . The job readiness component is designed for clients who are job ready and possess current vocational skills, either through training or past work history, but are in need of being taught how to seek, find and maintain employment.

It teaches people job seeking skills through both group and individual instruction. This instruction includes information on employment techniques, filling out applications, learning to prepare a resume, communication skills, socialization skills, grooming and job maintenance skills, and help with job placement.

Job Development . . The job development component of job readiness involves the services of specialists who identify and cultivate job placement possibilities for clients in the community, brings suitable clients and employers together, and offers short-term follow up support.

Short-term Job Coaching . . The short-term job coaching component is time-limited, community based, vocational training (not supported employment). The client is placed in an actual job site in either an individual or group setting with the services of a job coach/case manager as necessary. A client may be trained at one site and, upon completion of programming, placed in a similar type position at another job site. Or, a client may be placed and trained in the actual job where he/she will be working. Upon completion of training, the client is expected to be working competitively and on their own without the need of ongoing supervision other than that provided by the employer.

Employee Development

Employee development may be used for either evaluation or training purposes. It is a process utilizing individual and group work or work-related activities to assist individuals to understand the meaning, value, and demands of work; to modify or develop attitudes, personal characteristics and work behavior; and to develop functional capacities as required in order to assist individuals toward their optimum level of vocational development. Using guidance services and a realistic work environment and special training techniques, in either a community or CRP setting, a vocational specialist works with the clients to develop appropriate work attitudes and habits.

Employee development can serve as a stand-alone service for specialized programs but not for Employment Outcome Services.

Job placement may occur during any part of the rehabilitation program.

9. CRP Fee Schedule

All vocational non-medical services to be provided for VR clients will appear on the “CRP Fee Schedule.” The VR Central Office will develop the fee schedule from information provided by the CRP. The information shown on the fee schedule is the only guide the VR counseling staff is permitted to use in writing authorizations. The following information must be provided for the fee schedule:

- CRP = Name . . . address . . . phone . . . TTY . . . fax . . . e-mail . . . website
- Name and title of Administrator, i.e. president, CEO or executive director
- 9-digit Federal Tax ID
- Referral/authorization contact person
- Holidays
- Type of services
- Outline and brief description for each program
- Length of course by weeks/terms
- FEES **
- Books, tools and/or supplies, if applicable **

** (These costs shall be no more than those listed on the fee schedule).

The official fee schedule will be developed from the above information and finalized with the CRP. Information will then be entered onto the VR Fee Schedule database for access by VR district offices. There must be a cost analysis submitted for a new service or change to an existing program.

Raising fees for approved existing services will be granted no sooner than 12 months from the last fee increase. Approval or disapproval of annual fee changes will be based partially upon information furnished by the CRP on a “cost analysis” worksheet.

All requests for change in the fee schedule must be submitted in writing to your MDVR regional manager no less than 30 days prior to the expected change.

Addition of new community rehabilitation programs, services, or expanded geographic areas of coverage will be submitted to the director of community resources and transition for consideration. The VR Central Office shall formally notify the CRP of the Division’s approval or disapproval of the proposed programs or services.

If the CRP chooses to discontinue an MDVR approved program or service, the CRP shall notify its MDVR regional manager in writing no less than 30 days prior to the expected closing date.

10. Annual Cost of Living Adjustment

Based on availability of funds, MDVR will consider implementing an annual cost of living adjustment based on the Consumer Price Index-Urban (CPI-U) rate.

If an adjustment is awarded, it will be applied to all core services shown on the current CRP Fee Schedule. (Cost analysis will not be required).

Items not considered a core service, and not eligible for a COLA adjustment include, but are not limited to: books/supplies . . fees . . meals . . residential housing . . tools . . uniforms.

If an adjustment is awarded, services provided prior to the date increase is effective will be paid at the existing rate . . services provided after the effective date will be paid at the newly calculated rate based on the CPI-U.

An annual cost of living adjustment is not automatic. It will be awarded only as funds are available.

11. Reports

a. Vocational Evaluation, Employment Outcome Services (EOS) and Special Programs.

The CRP Monthly Progress Report and Employment Plan applicable to these services shall be submitted every four weeks, and upon completion of the rendering of the service. These reports must be received by the VR counselor within 10 working days after completion of the services. The major components of the vocational evaluation report shall be available at least in rough draft before the final staffing.

If weekly reports are sent by the CRP, the Monthly Progress Report and Employment Plan is not necessary.

b. Skills Training

A monthly report of the progress of each VR client in vocational skills training is to be submitted to the referring VR counselor. In order to standardize this report, the CRP is requested to use the "CRP Monthly Progress Report and Employment Plan," which is supplied by MDVR.

The days of attendance shown on page 1 of CRP Monthly Progress and Employment Plan must agree with the number of days of attendance shown on the invoice for tuition, maintenance, and/or transportation. **The Monthly Progress Report and Employment Plan must be submitted to the referring VR counselor every four weeks, even though the CRP may not be billing MDVR.**

- c. An appropriate report must be submitted simultaneously with bills, with the exception of the first four weeks advanced billing for maintenance and/or transportation. Bills will not be processed unless the appropriate report is completed and attached. The appropriate report must be submitted to the referring VR counselor every four weeks, even though the CRP may not be billing MDVR.

12. Attendance

The CRP providing skills training must apply the same attendance policy to VR clients that is applied to non-agency clients. When a VR client is irregular with attendance and/or is continually tardy, the CRP should notify the VR counselor. The CRP's attendance policy may be waived only when the CRP and the VR counselor are in agreement. A waiver is official only when written, signed by both parties, and on file in the case folder.

A CRP may require a client in skills training to make up days missed according to the CRP's written attendance policy.

13. Authorizations

At the time of referral of the client to the CRP by MDVR, the VR counselor must provide the CRP with the following:

- a. The information necessary to complete the Missouri CRP/SESP Referral Form.
- b. Pertinent medical and/or psychological information relating to the disability
- c. Client Questionnaire, Initial Intake Interview RC, Eligibility Statement, Significantly Disabled classification form with functional capacities, and health questionnaire.
- d. A copy of the current Individual Plan for Employment (IPE).

An authorization for services must be prepared and issued to the CRP before a VR-sponsored client can enter services. MDVR is not responsible for any charges from a CRP for services provided prior to the starting date shown on the Authorization. The Authorization must be made either simultaneously with, or prior to, the provision of any service.

The Authorization is considered to be a contract for the provision of services between the CRP and MDVR.

If there is an increase in fees, the pre-existing authorization will be valid until all units have been used or until the ending date of the authorization expires, whichever comes first. The fee to be used is the fee at the beginning of services and not necessarily the fee in place at the time the authorization is written.

When it is determined that a more comprehensive evaluation is needed, the original authorization balance will be cancelled. A new authorization will be issued for the appropriate service and the amended amount will include the cost of the new assessment minus the amount already billed.

14. Terminations

a. **Vocational Evaluation and Employment Outcome Services (EOS):**

If a client drops out or is terminated after the first day but prior to completion, VR will pay as outlined in section 19 a & b.

b. **Special Programs**

If a client drops out or is terminated by VR or the CRP after the first week but prior to the completion of the program indicated by the Authorization, VR will pay the full weekly rate for the week in which any part of the services for that week was provided in CRS and specialized programs.

c. **Skills Training**

In the case of student termination, the following refund policy shall apply:

1. Within the first week of each instructional period, the CRP may retain 10% of the tuition.
2. Within the second and third week of each instructional period, the CRP may retain 20% of the tuition.
3. After the beginning of the fourth week in each instructional period but prior to 25% of each instructional period, the CRP may retain 25% of the tuition.
4. After completing 25% but prior to completing 50% of the instructional period, the CRP may retain 50% of the tuition.
5. After completing 50% of the instructional period, the CRP may retain 100% of the tuition.
6. For short courses where there is a conflict in items 2, 3 and 4 above, the CRP will retain the lesser amount.
7. For courses offered by an accredited CRP that lead toward an associate or higher degree, the refund policy of the institution will be applied.

If the CRP has received an overpayment from MDVR, a refund is to be issued within 60 days.

d. Termination

During the course of the client's stay at the CRP, it may become necessary to terminate his/her program. Termination can be initiated by the CRP and/or the VR counselor. A client may be terminated for failure to comply with the CRP's policies and procedures. A client may also be terminated for failure to meet the requirements set forth in the client's IPE. A client may also choose to self-terminate. Any decision to terminate a client's authorized program or service prior to scheduled completion date requires formal notice by the initiating organization. Such notice should involve two steps:

1. The initiating organization shall notify the other party by telephone or in person as soon as possible after the decision is made.
2. The initiating organization shall provide to the other party written notification within two working days of the termination.

15. Cancellation

If only a portion of the tuition and/or fees is used, the remaining balance must be canceled. Cancellations are the responsibility of the VR counselor. If a CRP notes on an invoice, "Final Billing," the cancellation will be handled internally by VR.

If an outstanding authorized amount is not or cannot be canceled with the "Final Billing" statement, the CRP should notify the VR counselor immediately with the amounts to be canceled. The counselor will prepare an Authorization Amendment and send the Amendment to the CRP for signature of an official representative of the CRP.

When a client is not in training for four consecutive weeks and there is no additional billing needed, the CRP should contact the counselor to initiate cancellation for the balance of the Authorization.

16. Fees

- a. **Vocational Evaluation, Specific Job Objective and Exploratory Job Objective Evaluations** are authorized for a one-month period of time and **Comprehensive Vocational Evaluations** are authorized for a two-month period of time. Please note this is for authorization purposes only and does not reflect the amount of time necessary to complete the service.
- b. **Employment Outcome Services (EOS)** is authorized in three milestones. ¹ Service initiation . . . ² first day of job placement, and . . . ³ after 90 days of job retention. Each milestone has a separate fee number but all three are authorized as a package. The EOS is authorized for a minimum of six months and a maximum of twelve months.

As part of this package some re-placement is expected. If re-placement is necessary, communication between the CRP and VR should occur prior to services continuation. The ultimate decision will be determined by the client, CRP and VR working as a team.

- c. **Specialized Programs** - Fees will be authorized using a weekly rate with the number of days of service provided. The fee schedule sheets for all CRP programs will show cost at a weekly rate and program length in weeks. This information, along with the total cost of each program, will appear on the MDVR Authorization, prepared by the counseling staff.

- d. **Skills Training**

Tuition will be authorized on the basis of the CRP's instructional period for skills training (i.e. quarters, terms or semesters) as described in the CRP fee schedule. However, the following exceptions shall apply to courses with or without definable instructional periods.

1. Any instructional period that is at least 20 weeks but no more than 39 weeks will be treated as having a minimum of two equal instructional periods.
2. Any instructional period that is at least 40 weeks but no more than 59 weeks will be treated as three equal instructional periods. Programs of instruction in licensed practical nursing, surgical technology, respiratory therapy and dental technology are excluded.
3. Courses with instructional periods that are at least 60 weeks or more will be divided into additional segments of 20 weeks.
4. Some clients may have experience in the skills training program. The CRP must have written policies which state how credit may be given for past experience or training.

The fee schedule for each CRP's skills training program will show the total cost of training and cost per instructional period. The same information will appear on the MDVR official authorization which is prepared by the VR counselor. The CRP shall not bill the client/student for any service authorized by VR. Placement services are included with the fees and Employment Outcome Services will not be included upon completion.

- e. **Billing for Holidays**

The Authorization will show the actual beginning date and a tentative ending date. The VR counselor will continue to allow for holidays (skills training only) and vacation periods in establishing ending dates.

17. Maintenance and Transportation

A CRP which agrees to provide maintenance and/or transportation to a client will receive an Authorization indicating the amount and rate of maintenance and/or transportation to be paid and the period for billing to be used by the CRP.

On the first day the client begins training, the vendor may bill for the first four weeks, or the full amount of maintenance and transportation authorized - whichever is less. A Monthly Progress and Attendance Report does not accompany this invoice.

At the end of four weeks, the CRP may bill in arrears for services provided (including fees, books and supplies) and bill in advance for maintenance and/or transportation in the amount equal to maintenance/transportation issued to the client during the previous billing period.

In the final billing, the CRP may bill for fees, books and supplies. Maintenance and transportation not issued to the client can either be refunded to VR or applied against the final bill for the client. Any credit must be shown on the bill.

Maintenance will only be paid if the client is relocating more than 45 miles from their domicile. Exceptions may be made by the VR district supervisor if the individual will suffer economic hardship.

If a CRP advances maintenance and/or transportation monies to a client and the client is terminated by either the CRP or VR, the CRP is not expected to absorb the money advanced. It may bill for this as long as MDVR counselor has approved the advancement.

In order for the VR Accounting department to understand that it is payable, the CRP must write on the final invoice, "Maintenance and/or transportation has/have been advanced and the client terminated early."

Exceptions to the above rules require the written permission of the VR counselor. These exceptions must be on MDVR letterhead, signed by the referring counselor or the liaison counselor. A copy of this letter must accompany all billings for maintenance and/or transportation. The only situation which WILL NOT require written permission of the VR counselor is transportation issued in the form of a bus pass.

18. Books, Tools and/or Supplies

When a VR client's books, tools and/or supplies have been purchased by VR, they remain the property of the client as long as the client is at the CRP, graduates and/or is employed in the same vocational field. If a VR client withdraws from the CRP and retains the books, tools and/or supplies, the VR counselor is responsible for retrieving the books, tools and/or supplies. This does not apply to items included as a part of the cost of fees and/or tuition.

When a client withdraws from training, the CRP is asked to store the books, tools and/or supplies at its location and reissue to the next VR client authorized for the books, tools and/or supplies. The name of the former client should be placed on the books, tools and/or supplies which is retained. It is the responsibility of the CRP to inform the counselor who is making the next referral to a training program as to whether or not existing books, tools and/or supplies are available. This information must be given to the VR counselor prior to authorization of new books, tools and/or supplies.

VR counselors are instructed to contact the CRP when they are going to send a new student who requires the purchase of books, tools, and/or supplies. The counselor will ask for a list of any books, tools and/or supplies that can be reissued. If there are books, tools and/or supplies that can be reissued, the counselor will advise the CRP to hold it for the new client. If the books, tools and/or supplies are incomplete, the CRP should advise the counselor to replenish the missing items. When billing for these books, tools and/or supplies, the items replaced should be indicated on the invoice or on a separate listing with the invoice.

19. Billing

a. **Vocational Evaluation**

- **Specific Job Objective** is billed upon completion of service with report. Service can be billed in full after one day of participation.
- **Exploratory Job Objective** and **Comprehensive Vocational Evaluation** can be billed in two increments with the first increment payable at the rate of a specific job objective evaluation after the first day of service. The balance would then be billed upon completion of service with report. The CRP could bill both halves upon completion of the services.

b. **Employment Outcome Services** is billed in three milestones.

1. Payable 40% after first day of service initiation
2. 20% after first day of job placement
3. 40% after 90 days job retention

Each milestone has a separate fee number but should be authorized as a package.

- ### c. **Specialized Programs:** The CRP may bill for the entire weekly fee in spite of holidays and/or absences. However, maintenance and transportation must be deducted for all clients per Section 17 of this agreement. For the purposes of this section, the length of a program is defined as the anticipated individualized completion date of services and not that of a single authorization. If an extension of services is necessary, the CRP is not expected to make up absences at no cost and an additional authorization should be initiated. A CRP should also bill for maintenance and/or transportation in accordance with the Authorization.

CRPs are to submit bill forms at the end of each four week period or each month. If a client interrupts, a shorter billing period may be used. Only services that are on an Authorization, and provided between the beginning and ending date of the Official Authorization are to be billed. Bills may be submitted for payment using a Facility / SESP Invoice or VR Authorization. All copies must be signed by an official of the CRP. Either billing form will require the signature of a CRP official, but will not require the client's signature.

d. **Skills Training**

CRPs may submit invoice forms for skills training programs after the start of an instructional period for the authorized tuition for that period. Only services on the Official Authorization and provided between the beginning and ending date of the Official Authorization are to be billed. Bills may be submitted for payment using the VR invoice form. All copies must be signed by a school official. Bills may be submitted for payment on the CRP's invoice forms with MDVR approval.

When the client / student is required to pay a portion of the tuition, the amount will be shown on the Official Authorization as a dollar amount per month. The invoice shall be prepared per the above instructions. The amount to be paid by the client will be subtracted from the total tuition earned for the instructional period. The "Less Pell Grant" statement should be changed on the invoice to "Less Student."

- e. All services may be billed on the same invoice. Bills are to be sent to the VR office whose address appears at the top of the Authorization. Monthly Progress & Attendance Reports signed by the client must accompany each billing, except billings for placement maintenance, books, tools, supplies and the initial advance billing for maintenance and/or transportation. The dates of billing must agree with the dates of the Monthly Progress & Attendance Report.

When billing for books, tools, uniforms and/or supplies, an itemized list on the bill form and receipt is required. This list must include the price of each item issued to the client during each billing period. Books, tools, uniforms and/or supplies may be billed when issued.

- f. When an individual is placed as an employee of the CRP, a partial fee may be paid for the placement. An exception may be given for individuals who are placed within a different section of the service provider's larger parent organization. If both parties cannot agree on the placement fee, the district supervisor and regional manager will assist with the negotiation.

20. CRP/SESP Consumer Satisfaction Survey

A Consumer Satisfaction Survey should be completed by every consumer receiving services at the CRP.

For the time period January 1 through December 31, a report should be compiled based on the responses received (surveys sent but not returned should not be included when figuring your percentages).

For each location (satellite) shown on the MDVR CRP Fee Schedule, ONE percentage figure should be reported for each of the following:

1. Services have helped or will help me get a job.
2. Pleased with services and would recommend to others.
3. Overall satisfaction

No other consumer satisfaction information should be sent. Consumer Satisfaction Report must be submitted to the VR Central Office by January 15 of each year.

21. Financial Records

The CRP agrees to maintain financial records in accordance with generally accepted accounting principles as prescribed in Office of Management and Budget (OMB) Circular A-110, "Uniform Administrative Requirements or Grants and Agreements with Institutions of Higher Education, Hospitals and other Nonprofit Organizations."

22. Audits

The CRP agrees to provide an annual audit of its financial records in compliance with OMB Circular A-133, "Audits of State and Local Governments, and Non-Profit Organizations."

In addition, 34 CFR 74.174 (also known as **E**ducation **D**epartment **G**eneral **A**dministration **R**equirements or **EDGAR**) requires nonprofit organizations to comply with the cost principles stated in OMB Circular A-122, "Cost Principles for Nonprofit Organizations."

The audit is to be performed by an individual or firm licensed by the Missouri State Board of Accountancy, in accordance with generally accepted auditing standards as promulgated by the American Institute of Certified Public Accountants and Government Auditing Standards as promulgated by the Comptroller General of the United States (also referred to as the "Yellow Book.")

The audit report is to be received by the VR Central Office not later than 90 days following the close of the CRP's fiscal year. An extension not to exceed 60 days beyond the due date for receipt of the audit report may be granted upon receipt of a written request showing good cause from the CRP prior to the due date of the audit report.

The audit report package shall include the auditor's report on the financial statements, the financial statements, notes to the financial statements, the Schedule of Federal Financial Assistance, the auditor's report on internal controls, the auditor's report on compliance, the auditor's report on the Schedule of Federal Financial Assistance, a copy of any written audit findings shared with management and the management letter. The audited financial statements shall also include a schedule of direct and allocated indirect costs and revenues by program for all services rendered by the CRP.

Monies for services provided by CRPs are generally paid out of the Basic Support Program which is 78.7% federally funded. The State of Missouri provides the required 21.3% match. The Catalog of Federal Domestic Assistance (CFDA) number is 84.126A.

The CRP shall make available all records, documents, reports and data to VR and/or the Missouri State Auditor as deemed necessary for the proper administration of the program.

23. Liability

The CRP shall carry adequate insurance for general liability and automobile liability coverages.

Community Rehabilitation Program Agreement

Effective
January 1, 2006 to December 31, 2006

This agreement made and entered into on _____ by and between the
Missouri Department of Elementary and Secondary Education
Division of Vocational Rehabilitation and

CRP Name

APPROVED AND ACCEPTED BY:

CRP Name	Signature VR Official
CRP Address	Signature VR Official
Signature CRP Official	Date
Title	Vocational Rehabilitation 3024 Dupont Circle Jefferson City, MO 65109
Date	